

User's Guide

Collect on Delivery Electronic Funds Transfer COD EFT

May 2015

Version 4.0

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Purpose

To assist customers with enrollment, management, and maximizing the benefits of the collect on delivery electronic funds transfer option.

Description of Service

Collect on Delivery (COD)

Any mailer may use collect on delivery (COD) service to mail an article for which the mailer has not been paid, and have its price and the cost of postage collected from the addressee. Only one form of payment may be used for a single mail piece. The recipient can pay the COD charges using cash, pin-based debit card, or a personal check or money order made payable to the mailer.

Class of Mail

- Priority Mail Express



- Priority Mail



- First-Class Mail parcels

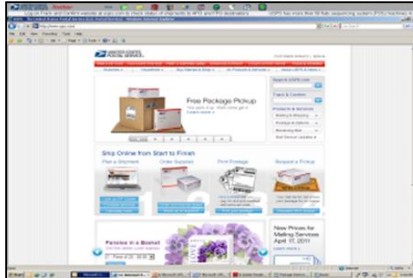


- First-Class Package service

Access Channels



Post Office locations (Priority Mail Express only)



USPS.com



Online (PC Postage Vendors)



**Commercial Customers
through USPS Webtools API**

Hold For Pickup

Hold For Pickup (HFPU) can be designated by the mailer when submitting Shipping Services files with these options:

Hold For Pickup

Priority
Mail
Express

Priority
Mail

First-Class
Package
Services

Parcel
Select
Nonpresort

Hold For Pickup Notifications

When the destination Post Office has the addressee's contact information, an Email or SMS Text notice is sent to the customer.

❖ Arrival at Post Office

➤ Available for Pickup

- **Reminder: Day 5 (day 3 Priority Mail Express)**
 - **Return to Sender: Day 15 (Day 5 Priority Mail Express)**

NOTE: If a mailer has not requested Hold For Pickup (HFPU) services, the maximum hold period for COD articles is 10 days.

Extra Service Options

Extra Service options available with COD EFT

Mail Class	USPS Tracking	Insurance	Adult Signature Required	Adult Signature Restricted Delivery	Signature Confirmation
Priority Mail Express	Included	Yes	Yes	Yes	Included
Priority Mail	Included	Yes	Yes	Yes	Yes
First-Class Package Service	Included	Yes	Not Available	Not Available	Yes
Parcel Select Nonpresort	Included	Yes	Yes	Yes	Yes

DMM Notice 123 – Domestic Extra Services & Fees

COD collection charge = \$5.75

Maximum amount collectible = \$1000

2015 COD Price Change

Amount collected or insurance coverage desired, whichever is higher.

(\$)	to	(\$)	Fee
0.01	to	50.00	\$7.25
50.01	to	100.00	\$9.09
100.01	to	200.00	\$10.85
200.01	to	300.00	\$12.65
300.01	to	400.00	\$14.45
400.01	to	500.00	\$16.25
500.01	to	600.00	\$18.05
600.01	to	700.00	\$19.85
700.01	to	800.00	\$21.65
800.01	to	900.00	\$23.45
900.01	to	1,000.00	\$25.25

▪ COD Restricted Delivery \$5.15

<http://pe.usps.com/text/dmm300/Notice123.htm#2589669>

Collect on Delivery (COD) Electronic Funds Transfer (EFT)

Effective May 31, 2015 Collect on Delivery (COD) Electronic Funds Transfer (EFT) will allow cash or pin debit card remittances to be transferred electronically to the COD mailer's financial institution.

Cash or pin-based debit card remittance = EFT to designated account



COD EFT Benefits

- Expedited payments – receipt within 2-3 business days
- Secure - direct to designated account
- Saves Money – elimination of money order fees
- Reduction in volume of COD claims for remittance not received
- Hand Held Device – audio and visual alerts

Remittances paid with money orders or checks payable to the mailer will be forwarded directly to the mailer via First Class Mail with a USPS Label 500 COD *First-Class Mail Tracer*, which is the current process today.

Check or money order remittance = forward to mailer with Label 500



Label 500
COD Tracer

The image shows a USPS Label 500 COD Tracer form. It features the USPS logo, a barcode, and the text 'Place barcode directly below postage.' The form includes the following information:
COD Tracer number: **9570 0389 9483 0000 0000 27**
Sent to: **Joe Public, XYZ Enterprises**
Internal USPS use only
Label 500, July 2013, PSN 7690-17-000-0348

Benefits

- Increased internal visibility - COD Tracer linked with PS Form 3816
- Expected delivery date
- Reduction in claims processing for missing receipts

Getting Started

Eligibility for Collect On Delivery (COD) Electronic Funds Transfer (EFT)

1. Commercial mailers can register for mailer services via the Business Customer Gateway <https://gateway.usps.com/eAdmin/view/signin> and click the “Register for free” button. Information and help for BCG registration can be found here: https://ribbs.usps.gov/intelligentmail_gateway/documents/tech_guides/BusinessCustomerGateway.pdf
2. Establish a Permit Imprint account, go to: <http://pe.usps.com/businessmail101/postage/applyPermit.htm>.
3. Establish a Customer Registration Identification number (CRID) go to: https://ribbs.usps.gov/intelligentmail_mail_id_app/documents/tech_guides/MIDCRIDAcquisitionQuickStep.pdf
4. Obtain access to the Mailer ID (MID) and Manage Mailing Activity business series in BCG, go to: <https://ribbs.usps.gov/index.cfm?page=intellmailmailidapp>
5. Obtain and complete PS Form 3881-X* USPS Supplier and Payee Electronic Funds Transfer (EFT) Enrollment available from the National Customer Support Center (NCSC) by calling 877-264-9693.
6. Obtain IRS – W-9 Request for Taxpayer Identification Number and Certification, available from the Internal Revenue Service (IRS) – US Treasury. <http://irs.gov/pub/irs-pdf/fw9.pdf>

Note*: PS Form 3881-X is addressed to the Accounts Payable Supplier Maintenance Group in San Mateo, CA. This form must be returned to the NCSC by mail or by FAX.

CONFIRMATION SERVICES
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1001

Or return by FAX 901-681-4646

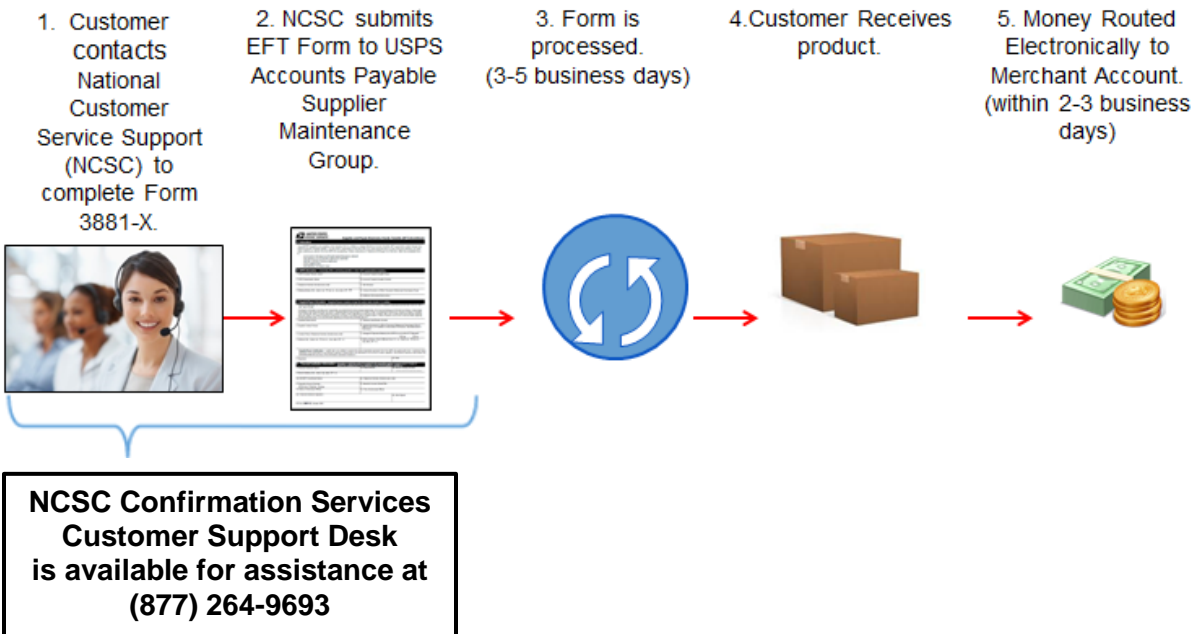
EFT Enrollment

Collect On Delivery (COD) Electronic Funds Transfer (EFT) Enrollment

In this flow EFT replaces check or money order returned to the merchant.

COD Electronic Funds Transfer (EFT) Enrollment

EFT is an option for customers instead of receiving a check or money order.



Note: EFT payments within 2-3 business days once POS/RSS receipt (invoice) is transmitted into PNA OFA-APEX.

Enrollment Forms

PS Form 3881-X

PS Form 3881-X Supplier and Payee Electronic Funds Transfer (EFT) Enrollment

UNITED STATES POSTAL SERVICE®		Supplier and Payee Electronic Funds Transfer (EFT) Enrollment	
A. Instructions			
<p>You (USPS® suppliers and payees) must use this form to initiate or change Electronic Funds Transfer (EFT) payments made through the USPS Accounts Payable System. To set up EFT payments for the first time, you must bring the form to your financial institution for verification before you submit it to the USPS for processing. Follow instructions in Sections B through D of the form. Mail the completed form to:</p> <p>ACCOUNTS PAYABLE SUPPLIER MAINTENANCE GROUP SAN MATEO ACCOUNTING SERVICE CENTER UNITED STATES POSTAL SERVICE 2700 CAMPUS DR SAN MATEO CA 94497-9432</p>			
B. USPS Information: (Contracting officer, purchasing specialist, or other USPS representative completes.)			
1. USPS Contact Person's Name	5. Accounts Payable Supplier Name		
2. USPS Organization Name	6. Accounts Payable Supplier Number		
3. Telephone Number (include area code)	7. Site Name(s)		
4. Mailing Address (No., street, apt., PO box no., city, state, ZIP + 4®)	8. Contract Numbers to Which Payments Referenced Here Apply (if any)		
		9. Additional Information/Instructions	
C. Supplier/Payee Information: (Suppliers/Payees complete and sign this section before Section D is verified.)			
<p><small>Privacy Act Statement: Your information will be used to transmit payments electronically to your financial institution. Collection is authorized by 38 USC 401, 404, 410, 1001, 1005, 1226, and 2008.</small></p> <p><small>Providing the information is voluntary, but if not provided, your payments will not be processed electronically. We may only disclose your information as follows: in relevant legal proceedings; to law enforcement when the USPS or requesting agency become aware of a violation of law; to a congressional office at your request; to entities or individuals under contract with USPS; to entities authorized to perform audits; to labor organizations as required by law; to federal, state, local or foreign government agencies regarding personnel matters; to the Equal Employment Opportunity Commission; to the Merit Systems Protection Board or Office of Special Counsel; and to financial entities regarding financial transaction issues. For more information regarding our Privacy Policy visit www.usps.com.</small></p>			
1. Supplier/Payee Name	5. Taxpayer Identification Number		
2. Supplier Contact Person	6. Contract Number(s) to Which Payments Referenced Here Apply (Only if different from, or in addition to those listed in B8 above. Add attachment if necessary)		
3. Contact Person Telephone Number (include area code)	7. Change All Payments Made by the USPS to you by this EFT Request? <input type="checkbox"/> Yes <input type="checkbox"/> No		
4. Address (No., street, apt., PO box no., city, state, ZIP + 4)	8. Mailing Address (Only if different from C4 - no., street, apt., PO box no., city, state, ZIP + 4)		
<p>Supplier/Payee Certification: I certify that I am entitled to receive the above described payments from the USPS. By signing this form, I authorize these payments to be transmitted to the financial institution named below, and deposited in the account number specified. The financial institution listed below has provided/verified the accuracy of the information recorded in Section D.</p>			
9. Signature	10. Date		
D. Financial Institution Information: (Complete or verify this section if completed by the requesting supplier or payee named in Section B. Return the completed form to the requester, or mail it to the address in Section A.)			
1. Financial Institution Name	2a. Branch Name	2b. Branch Routing Number	
3. Branch Address (No., street, city, state, ZIP + 4)			
4a. ACH/EFT Coordinator Name	4b. Telephone Number (include area code)		
5. Depositor Account Number (Circle one) Checking Savings	6. Depositor Account Name/Title		
7a. Name of Authorized Official	7b. Title of Authorized Official		
8a. Financial Institution Signature	8b. Date Signed		

PS Form 3881-X, October 2005

**PS Form 3881X is available from
The National Customer Support
Center 877-264-9693**

PS Form 3881-X
Requests identifying information
about the mailer along with a
certification of authorization from the
mailer's financial institution.

**Note: Please return all completed forms to the
National Customer Service Center in Memphis, TN.**

IRS Form W-9

Form W-9 Request for Taxpayer Identification Number and Certification

W-9 Form (Rev. December 2014) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification	Give Form to the requester. Do not send to the IRS.																				
1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.																						
2 Business name/disregarded entity name, if different from above																						
3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C-C corporation, S-S corporation, P-partnership) ▶ <input type="checkbox"/> Other (see instructions) ▶ <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate Note: For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.																						
4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 2). Exempt payee code (if any): _____ Exemption from FATCA reporting code (if any): _____ (Applies to accounts maintained outside the U.S.)																						
5 Address (number, street, and apt. or suite no.) _____ 6 City, state, and ZIP code _____ 7 List account number(s) here (optional) _____																						
Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3. Note: If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.																						
Social security number <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td> </tr> </table> or Employer identification number <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td><td style="width: 5%;"> </td> </tr> </table>																						Date ▶
Part II Certification Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and 3. I am a U.S. citizen or other U.S. person (defined below); and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.																						
Sign Here Signature of U.S. person ▶ _____ Date ▶ _____																						
General Instructions Section references are to the Internal Revenue Code unless otherwise noted. Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/irb . Purpose of Form An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following: • Form 1099-INT (interest earned or paid) • Form 1099-DIV (dividends, including those from stocks or mutual funds) • Form 1099-MISC (various types of income, prizes, awards, or gross proceeds) • Form 1099-B (stock or mutual fund sales and certain other transactions by brokers) • Form 1099-S (proceeds from real estate transactions) • Form 1099-K (merchant card and third-party network transactions) • Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition) • Form 1099-C (cancelled debt) • Form 1099-A (acquisition or abandonment of secured property) Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN. If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See <i>What is backup withholding?</i> on page 2. By signing the filled-out form, you: 1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued). 2. Certify that you are not subject to backup withholding, or 3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and 4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See <i>What is FATCA reporting?</i> on page 2 for further information.																						

IRS Form W-9 available from the IRS
<http://www.irs.gov/pub/irs-pdf/fw9.pdf>

IRS Form W-9 is a requirement of the Internal Revenue Service. It requires certification of an individuals or corporations Taxpayer Identification number to report on the amount reportable on an information return.

**Note: Please return all completed forms to the
National Customer Service Center in Memphis, TN.**

Mailer's Requirements

Mailers will be required to submit electronic shipping file(s) (1.7 or higher) that will include the following information:

- The mailer's and addressee's name, address, city, state, ZIP Code information.
- The insured amount and the amount to be collected upon delivery.
- The recipients E-mail address or SMS text number for customer notifications.
- Mailer ID (this links to the customers EFT remittance).
- COD article number
- Postage based on the class of mail
- COD fees – Base and Insurance (if desired).

Note: There is a 1 TIN to 1 MID relationship. Mailers with multiple MIDs will have to choose one specific MID to associate with their TIN for COD EFT.

USPS Shipping Labels

Publication 199

Intelligent Mail® Package Barcode

Intelligent Mail Package Barcode

This page contains information about the Intelligent Mail package barcode (IMpb) the Postal Service is proposing for package products and Confirmation Services. The IMpb will provide piece-level data to enable the Postal Service to increase efficiency, add value to its package product line, and enhance its package tracking capabilities.

Intelligent Mail Package Barcode Specification

This document provides specification for generating and printing the USPS Intelligent Mail package barcode (IMpb). Additionally, this specification governs the production of "Extra Services" barcodes.

Important Links

[IMpb FAQs February 2015](#) New!

[IMpb Fact Sheet and Certified Solutions Providers](#)

[Intelligent Mail Package Barcode Specification](#)

[Publication 199: Intelligent Mail Package Barcode \(IMpb\) Implementation Guide Updates!](#)

[Publication 199: Bulk Proof of Delivery \(BPOD\) Supplement](#)

[PTR Error/Warning Messages](#)

[Updated List: Service Type Codes for IMpb Parcel Labeling Guide](#)

[Electronic Verification System \(eVS®\)](#)

[Quick Guide to eVS](#)

[Quick Guide to IMpb Vendor Certification](#)

[Data Transfer Service Materials](#)

[Parcel Data Exchange \(PDX\) Customer Guide](#)

<https://ribbs.usps.gov/index.cfm?page=intellmailpackage>

PS Form 5052

Label Printing Information



Printer Certification Submission

Customer Information

(Please print or type)

1. Company/Customer Name		2. Date	3. Company Web site
4. Street Address (No., street, ste. no., city, state, ZIP + 4®)		5. Point(s) of Contact	
		6. E-mail Address of Company Point(s) of Contact	
7. Phone Number and Extension	8. Fax Number	9. Mailer ID	

One Printer Certification Form must be completed for each site that will be printing labels

1. Are you applying for electronic file certification and printer certification? Yes ☐ No ☐
2. Are you applying for printer certification only? Yes ☒ No ☐

Instructions for providing printer information

Enclose, with this form, the labels from each printer that will be used to print labels with bar code numbers (minimum 10 per printer). List those printers below with their brand names, model numbers, and serial numbers. On each group of labels from one printer, write on the first label or attach a note indicating the printer number from the list below.

Printer Number	Printer Brand Name	Printer Model Number	Printer Serial Number

Send completed form, with the labels enclosed and identified by printer number, to:

ATTENTION: CONFIRMATION SERVICES CERTIFICATION SUPPORT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1001

Signature of Contact Person _____ Date _____

Privacy Notice: See our Privacy Policy on USPS.com®

PS Form 5052, March 2013

PS Form 5052
Use this form to apply for
electronic file and printer
certification.

Hold For Pickup Shipping Label

E	PRIORITY MAIL EXPRESS U.S. POSTAGE PAID COMPANY NAME eVS
	USPS PRIORITY MAIL EXPRESS®
INTERNET SALES DEPT FAST AND EFFICIENT SUPPLY CO. 10474 COMMERCE BLVD DUPLEX B SILVER SPRING MD 20910-9999 SIGNATURE REQUIRED	
HOLD FOR PICKUP	
HOLD FOR: RONALD RECEIVER C/O ABC POST OFFICE 8403 LEE HIGHWAY MERRIFIELD VA 22082-9999	
USPS COD SIGNATURE TRACKING # eVS	
	
9272 0912 3456 7800 1511 16	

COD-EFT at POS / RSS Offices

*Interim solution for EFT mailers

Date Returned		Date Mailing		Date Delivered	
DELIVERY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery Write firmly to make all copies legible.					
Collect the amount shown below, if customer pays by CHECK OR MONEY ORDER (MO) made payable to the mailer.		Collect the amount shown below, if customer pays by CASH (Includes MO fee or fees).			
Check/MO Amount \$	\$50.00	Cash Amount \$	\$51.25		
<input type="checkbox"/> Registered Mail® Service		<input type="checkbox"/> Priority Mail Express® Service		Options for Receiving <input type="checkbox"/> Hold For Pickup (Priority Mail Express Only) <input type="checkbox"/> Street Delivery	
Date of Mailing		Remit COD Charges to Sender via Priority Mail Express Service		USPSA No.	
From: EFT		To:			
Delivered By		Date Delivered		Check Number	
Date Payment Sent to Mailer		MO Number(s)			
PS Form 3816, April 2015 PSN 7530-02-000-9062 Copy 1 - Delivery Unit					
1. DO NOT allow the recipient (addressee or agent) to examine the contents before payment. 2. DO NOT deliver this article until payment is collected. 3. If payment is by check, enter check number above. 4. Have customer sign PS Form 3849.					

◆ Follow proper scanning procedures for COD delivery and clearance.

FPO = for position only SAMPLE

Mailers that have signed up for EFT will be noted in the "From: section" (EFT) above the company name. The amount collected at delivery should be the same as the check amount (no money order fee needed). A money order does not have to be issued to EFT designated mailers. The money order fee is for manual offices only for EFT mailers.

POS / RSS offices

For COD-EFT eligible mailers the money order fee is not required. When a COD EFT is delivered with cash payment it will need to be entered into POS/RSS using AIC 270. The funds will be transferred to the mailer electronically and will not need a money order sent.

NON- POS/RSS - Manual sites and Non-EFT mailers

No change. Cash is converted to money orders upon delivery.

Note: NON-POS/RSS - Manual sites = No change in COD handling.

COD-EFT at Manual sites

*Interim solution for EFT remittances deposited at Non-POS / RSS sites.

		DELIVERY EMPLOYEE - Remove Copies 1 & 2 at Time of Delivery <small>Write firmly to make all copies legible.</small>	
Date Returned	Collect the amount shown below, if customer pays by CHECK OR MONEY ORDER (MO) made payable to the mailer.	Collect the amount shown below, if customer pays by CASH (Includes MO fee or fees).	
	Check/MO Amount \$ \$50.00	Cash Amount \$ 51.25	
2nd Notice	<input type="checkbox"/> Registered Mail™ Service <input type="checkbox"/> Priority Mail Express® Service Date of Mailing Remit COD Charges to Sender via <input type="checkbox"/> Priority Mail Express Service USPSA No.	Options for Receiving <input type="checkbox"/> Hold For Pickup (Priority Mail Express Only) <input type="checkbox"/> Street Delivery	
	From: EFT	To:	
1st Notice	Delivered By Date Delivered Check Number Date Payment Sent to Mailer MO Number(s)		
	PS Form 3816, April 2015 PSN 7530-02-000-9062 Copy 1 - Delivery Unit		
1. DO NOT allow the recipient (addressee or agent) to examine the contents before payment. 2. DO NOT deliver this article until payment is collected. 3. If payment is by check, enter check number above. 4. Have customer sign PS Form 3849. ♦ Follow proper scanning procedures for COD delivery and clearance.			

FPO = for position only SAMPLE

NON-POS/RSS - Manual sites = No change in COD handling.

- For COD-EFT eligible mailpieces when a cash / pin debit remittance is deposited at a manual site; the money order fee is included and collected. The remittance will be converted to a money order and sent to the mailer.

Note: NON-POS/RSS - Manual sites = No change in COD handling.

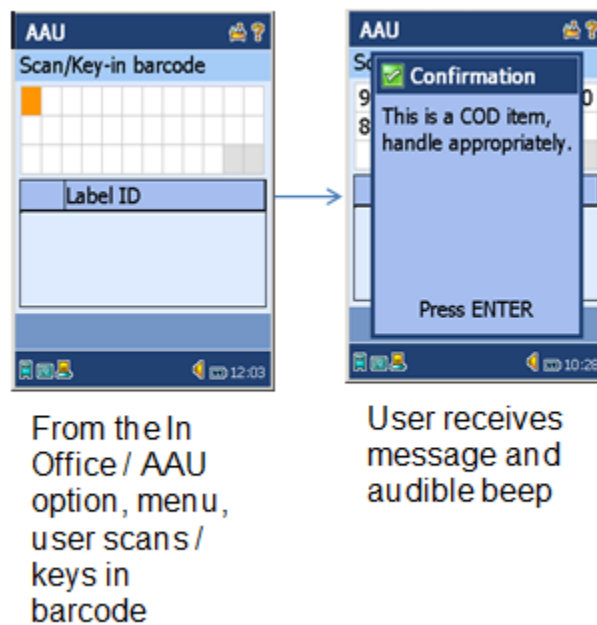
Hand Held Scanner

COD Alert – In Office

The Hand Held Device displays an alert message and sounds an audible beep to the user in both the In Office and On Street modes when a COD item is scanned. These alerts are also present in the Delivery Scanning System (DSS) and in the Passive Adaptive Scanning System (PASS).

- In “In Office” mode, when performing Arrival at Unit (AAU) scan, Hand Held Device alerts that item is COD and should be handled appropriately.

In Office screen flow is as follows:



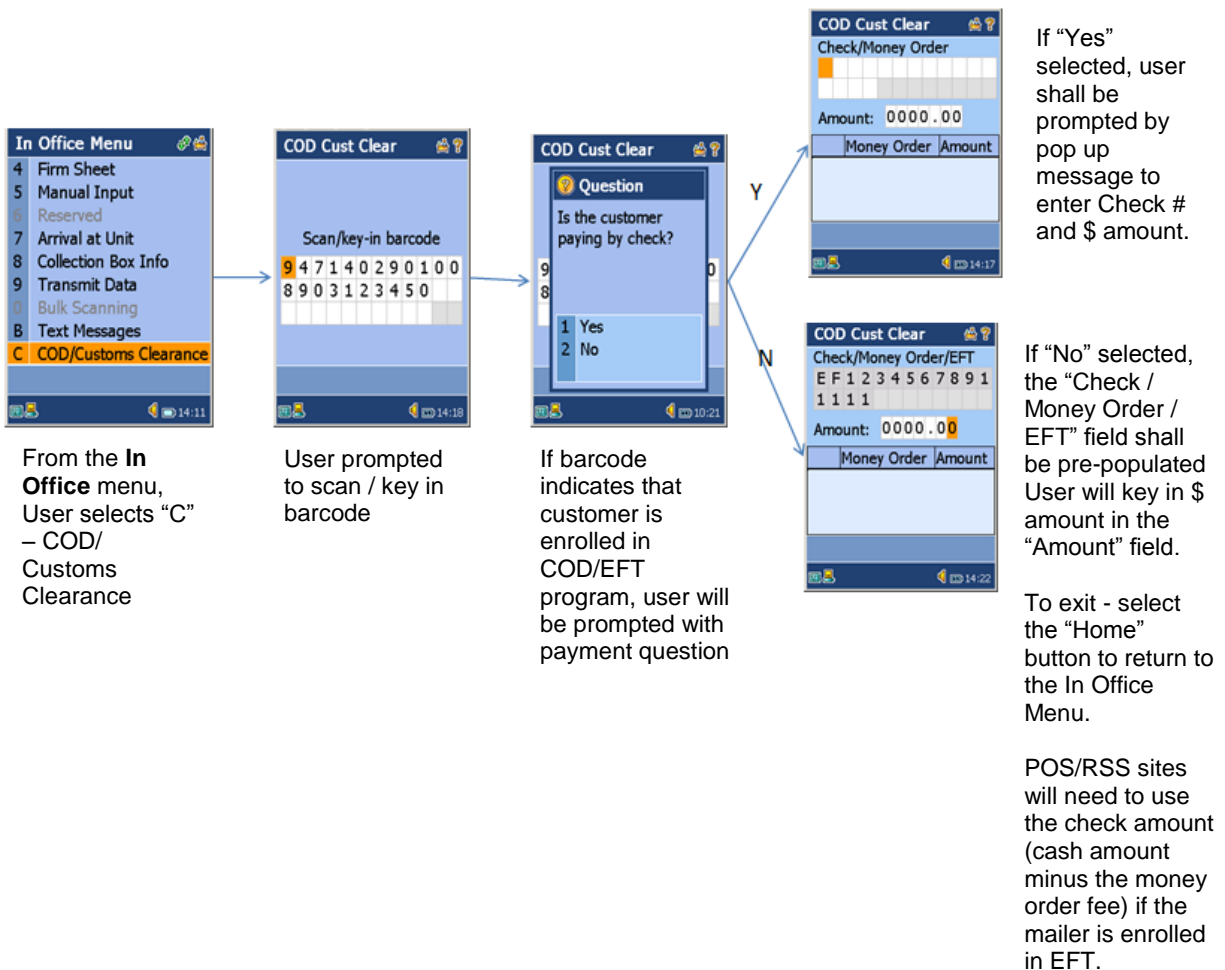
Note: NON-POS/RSS - Manual sites = No change in COD handling.

COD-EFT - In Office

The Hand Held Device, in the In Office mode, displays an Electronic Funds Transfer (EFT) option to remit payment to COD mailers if COD mailer is registered in Account Payable Excellence (APEX). When a COD-EFT eligible mailpiece is identified, the Hand Held Device:

- Notifies the user via screen message that remittance to mailer shall be EFT.
- Sends the data file that will filter the EFT records and provide to APEX for payment to COD mailer. Funds will be entered into POS/RSS using AIC 270, and then sent via EFT to the mailers designated account.

Screen flow is as follows:



Note: NON-POS/RSS - Manual Office = No change in COD handling.

COD Alert –On Street

In “On Street” mode, when performing Delivery scan, the Hand Held Device alerts the carrier that item is COD and payment is required.

On Street screen flow is as follows:



From the On Street Menu / Scan Barcode Option, user scans / keys in barcode

Delivered event selected

User Receives message and audible beep

Note: NON-POS/RSS - Manual Office = No change in COD handling.

Electronic Funds Transfer for Collect On Delivery (COD) Remittance

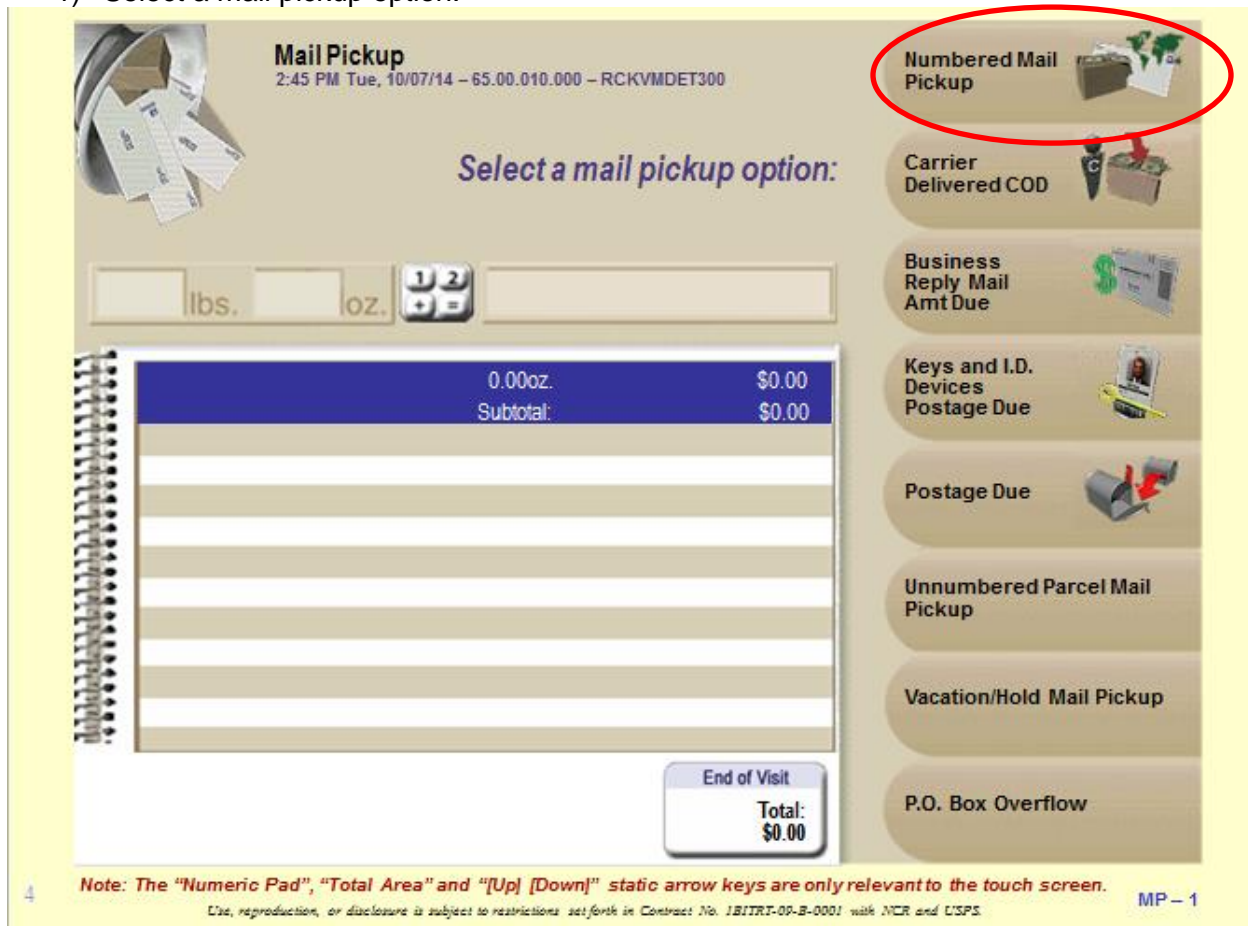
POS / RSS Workflow

POS Numbered Mail Pickup

Mailer Registered for EFT Service POS offices.

POS Numbered Mail Pickup –Workflow / screen shots (abbreviated)

1) Select a mail pickup option:



Mail Pickup
2:45 PM Tue, 10/07/14 – 65.00.010.000 – RCKVMDT300

Select a mail pickup option:

lbs. oz.

0.00oz.	\$0.00
Subtotal:	\$0.00

Numbered Mail Pickup

Carrier Delivered COD

Business Reply Mail Amt Due

Keys and I.D. Devices Postage Due

Postage Due

Unnumbered Parcel Mail Pickup

Vacation/Hold Mail Pickup


P.O. Box Overflow

End of Visit
Total: \$0.00

Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.
Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 1B1TRT-09-B-0001 with NCR and USPS.

MP – 1

- 2) Scan / enter label number(s) for the mailpiece:
- 3) Enter/confirm mailpiece destination ZIP code and check an option:



Numbered Mail Pickup
2:45 PM Tue, 10/07/14 - 65.00.010.000 - RCKVMDT300

*Enter / confirm mailpiece destination
ZIP Code and check an option:*
Type in mailpiece ZIP Code if different from one displayed.

lbs.

oz.

1 2
+ =

20850

Mail Pickup	ZIP Code	20850	Delivered
COD Payment Amount			\$0.00
Label #: 9403 4102 0088 2303 9804 15			

End of Visit
Total:
\$0.00

Delivered ☒

Refused ☐

Undeliverable as Addressed ☐

COD Delivered Back to Mailer ☐


Continue

➔


6 **Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.** NMP - 2


Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 181TRT-09-B-0001 with NCR and USPS.

- 4) Check option(s) if applicable, then select <Accept>:
- 5) Enter the COD amount:



Numbered Mail Pickup
2:45 PM Tue, 10/07/14 - 65.00.010.000 - RCKVMDDET300

Pay to Mailer by Check 

Pay to Mailer by Pre-purchased MO 

Enter the COD amount:
Then select a payment method.

lbs.
 oz.

1 2
+ =


\$

150.00

Mail Pickup	ZIP Code	20850	Delivered
COD Payment Amount			\$0.00
Label #: 9403 4102 0088 2303 9804 15			

End of Visit

Total:
\$150.00


Pay to Postal Unit 

Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.

Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 1B1TRT-05-B-0001 with MCR and USPS.

NMP - 4a


6) Read message:




Numbered Mail Pickup
2:45 PM Tue, 10/07/14 - 65.00.010.000 - RCKVMDT300

Read message:
Then select <Continue>.

lbs. oz. 

 A money order will not be printed at the end of this transaction.

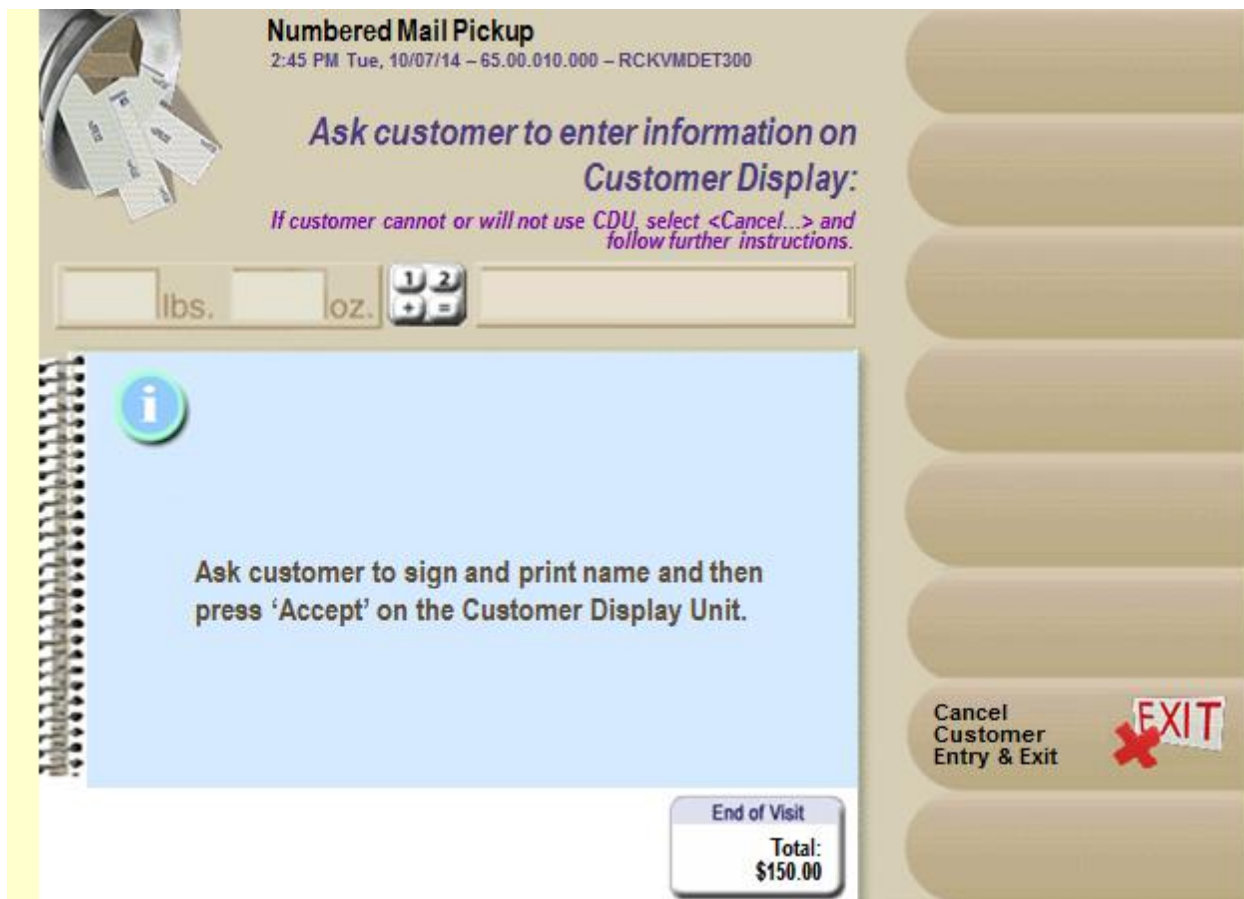
The COD payment will be remitted/paid to the COD mailer electronically.

Continue 

End of Visit
Total:
\$150.00

10 **Note:** The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen. Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 18ITRT-00-B-0001 with NCR and USPS. **NMP - 5**

7) Ask customer to enter information on Customer Display:




Numbered Mail Pickup
2:45 PM Tue, 10/07/14 – 65.00.010.000 – RCKVMDET300

**Ask customer to enter information on
Customer Display:**

*If customer cannot or will not use CDU, select <Cancel...> and
follow further instructions.*

lbs. oz.



Ask customer to sign and print name and then
press 'Accept' on the Customer Display Unit.

End of Visit
Total:
\$150.00

Cancel
Customer
Entry & Exit 

8) View customer signature and name:

Numbered Mail Pickup
2:45 PM Tue, 10/07/14 - 65.00.010.000 - RCKVMDT300

View customer signature and name:
Then select an option.

lbs. oz.




End of Visit
Total:
\$150.00

Clear Customer Display 

Exit Without Signature **EXIT**

Continue 

3 Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.
Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 151TRT-09-B-0001 with MCR and USPS.

NMP - 8

- 9) Ask customer to enter information on Customer Display:
- 10) View customer delivery address:



Numbered Mail Pickup
 2:45 PM Tue, 10/07/14 - 65.00.010.000 - RCKVMDT300

View customer delivery address:
Then select an option.

lbs. oz.

100 Main St.
Rockville, MD 20850

End of Visit
 Total:
\$150.00

Clear Customer Display 

Exit Without Address Entry 

Continue 

Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.

Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. JS1747-09-B-0001 with MCR and USPS.


NMP - 10

POS Domestic Mail Workflow

Mailer Registered for EFT Service POS offices.

POS Domestic Mail Workflow / screen shots (abbreviated)

- 1) Enter/confirm ZIP Code or select an option:



Domestic Mail
2:45 PM Tue, 10/07/14 – 65.00.010.000 – RCKVMDT300

Enter / confirm ZIP Code
or select an option:
Ask customer to swipe Preferred Business card if applicable.

lbs.

oz.

1 2 + =

Mail Pickup	ZIP Code	20850	Delivered
COD Payment Amount			\$150.00
Label #: 9403 4102 0088 2303 9804 15			
Electronic Funds Transfer to Sender			\$150.00
# of Mailpieces:	1		
Mail Pickup Date:	10/07/2014	02:45 PM	
	0.00oz.	\$0.00	
	Subtotal:	\$0.00	

End of Visit
Total:
\$150.00

Single Stamp Sale

Sell Domestic Money Order with Fee

International Mail

Zero Scale

Standby

Sell by Item Number


Sales Channel

View Cash Available

16 **Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.** NMP – 11


Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 1B1TRT-09-B-0001 with NCR and USPS.

2) Key in amount, then select a payment method:




Payment
2:45 PM Tue, 10/07/14 - 65.00.010.000 - RCKVMDT300


Key in amount, then select a payment method:




Cash




Personal Check
\$0.00




Credit / Debit Card
\$0.00 / \$150.00




Traveler's Check
\$300.00



USPS Money Order



Nonpostal Money Order
\$0.00



Cashier's Check
\$0.00

lbs.

oz.

\$

0.00

Mail Pickup	ZIP Code	20850	Delivered
COD Payment Amount			\$150.00
Label #: 9403 4102 0088 2303 9804 15			
Electronic Funds Transfer to Sender			\$150.00
# of Mailpieces:	1		
Mail Pickup Date:	10/07/2014	02:45 PM	
		0.00 oz.	\$0.00
Total Amount:	\$0.00		
Amount tendered:			\$0.00
Amount due:			\$150.00

Change Due:
\$0.00

End of Visit
Amount Due:
\$150.00

Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.

Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 1B1TRT-09-B-0001 with NCR and USPS.

17
P - 1

POS Carrier Delivered COD Mail Pickup

Mailer Registered for EFT Service POS offices.

COD Transaction – Carrier Delivered COD Mail Pickup Workflow (abbreviated)

- 1) Select a mail pickup option:
- 2) Scan/enter COD label number(s)
- 3) Enter the COD amount



Carrier Delivered COD
 2:45 PM Tue, 10/07/14 – 65.00.010.000 – RCKVMDT300

Enter the COD amount:
Then select a payment method.

Pay to Mailer by Check 

Pay to Mailer by Pre-purchased MO 

Pay to Postal Unit 

lbs.

oz.

12

\$

100.00

Carrier Mail Pickup	ZIP Code	20850	Delivered
COD Payment Amount			\$0.00
Label #: 9403 4102 0088 2303 9804 15			

End of Visit
Total:
\$100.00

Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.

Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 1B1TRT-07-B-0001 with NCR and USPS.

22
CDC – 2a

4) Read message:



The image shows a touch-screen interface for a USPS transaction. At the top left is the USPS logo. The main header area displays "Carrier Delivered COD" and a timestamp "2:45 PM Tue, 10/07/14" along with a tracking number "65.00.010.000" and a code "RCKVMDT300". Below this is a "Read message:" prompt with the instruction "Then select <Continue>." A weight input section shows "lbs." and "oz." fields with a numeric pad. A large blue information box with a red oval around it contains two lines of text: "A money order will not be printed at the end of this transaction." and "The COD payment will be remitted/paid to the COD mailer electronically." To the right of this box is a "Continue" button with a green arrow. At the bottom right, a small box shows "End of Visit" and "Total: \$100.00".

Carrier Delivered COD
2:45 PM Tue, 10/07/14 – 65.00.010.000 – RCKVMDT300

Read message:
Then select <Continue>.

lbs. oz.

A money order will not be printed at the end of this transaction.


The COD payment will be remitted/paid to the COD mailer electronically.

Continue 

End of Visit
Total:
\$100.00

23 **Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.** CDC – 3
Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 181RT-09-B-0001 with NCR and USPS.

- 5) Enter/confirm ZIP code or select an option:
- 6) Key in amount, then select a payment method:



Payment
2:45 PM Tue, 10/07/14 - 65.00.010.000 - RCKVMDT300

Key in amount, then select a payment method:








lbs.

oz.

1 2 + -

\$

0.001


Cash

Personal Check
 \$0.00

Credit / Debit Card
 \$0.00 / \$100.00

Traveler's Check
 \$200.00

USPS Money Order

Nonpostal Money Order
 \$0.00

Cashier's Check
 \$0.00

Carrier Mail Pickup	ZIP Code	20850	Delivered
COD Payment Amount			\$100.00
Label #: 9403 4102 0088 2303 9804 15			
Electronic Funds Transfer to Sender			\$100.00
# of Mailpieces:	1		
Mail Pickup Date:	10/07/2014	02:45 PM	
		0.00 oz.	\$0.00
Total Amount:		\$0.00	
Amount tendered:			\$0.00
Amount due:			\$100.00

Change Due:
\$0.00

End of Visit
Amount Due:
\$100.00

Note: The "Numeric Pad", "Total Area" and "[Up] [Down]" static arrow keys are only relevant to the touch screen.

Use, reproduction, or disclosure is subject to restrictions set forth in Contract No. 18ITRT-09-B-0001 with NCR and USPS.

26

P - 1

RSS COD-EFT Workflow

Mailer Registered for EFT Service RSS offices.

RSS Numbered Mail Pickup – Workflow / screen shots

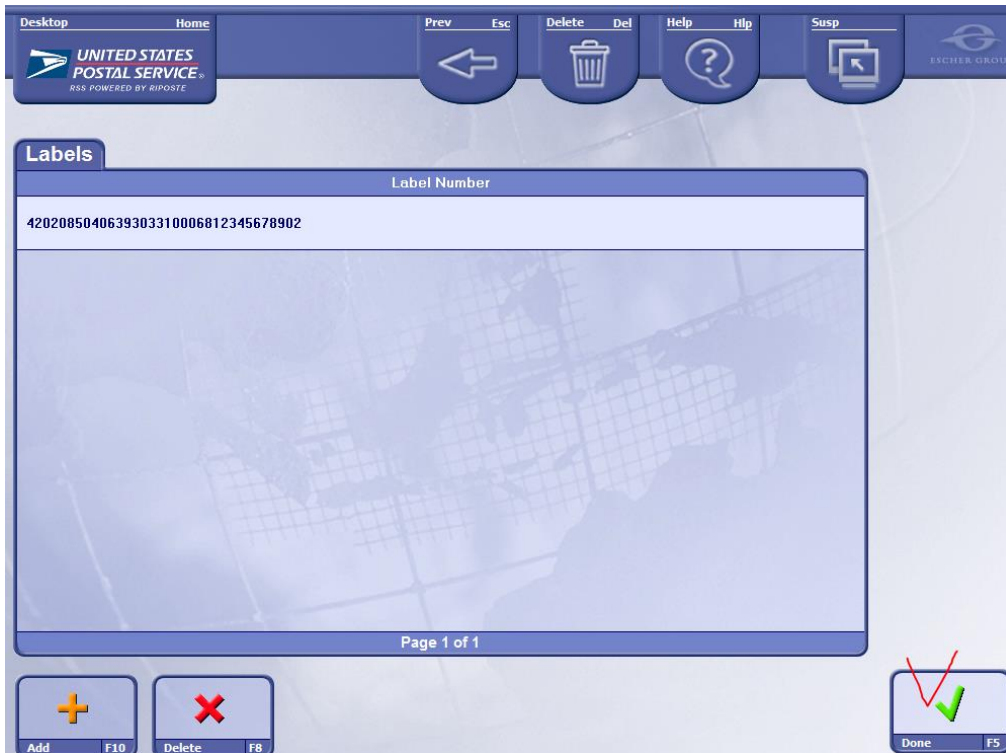
1. From main screen, select Numbered Pickup.



2. Scan or enter a valid label (e.g. 4202085040639303310006812345678902)



3. Click on Done



Desktop Home Prev Esc Delete Del Help Hlp Susp

Labels


Label Number

4202085040639303310006812345678902

Page 1 of 1

Add F10 Delete F8 Done F5

4. Enter COD information as prompted (zip code if needed, COD amount)



Desktop Home Prev Esc Delete Del Help Hlp Susp

Enter COD Amount

50.00

1 2 3 4 5 6 7 8 9 0 00

Mail Pickup COD

✓ Enter ZIP Code 20850

✓ Option Addressee

✓ Damaged No

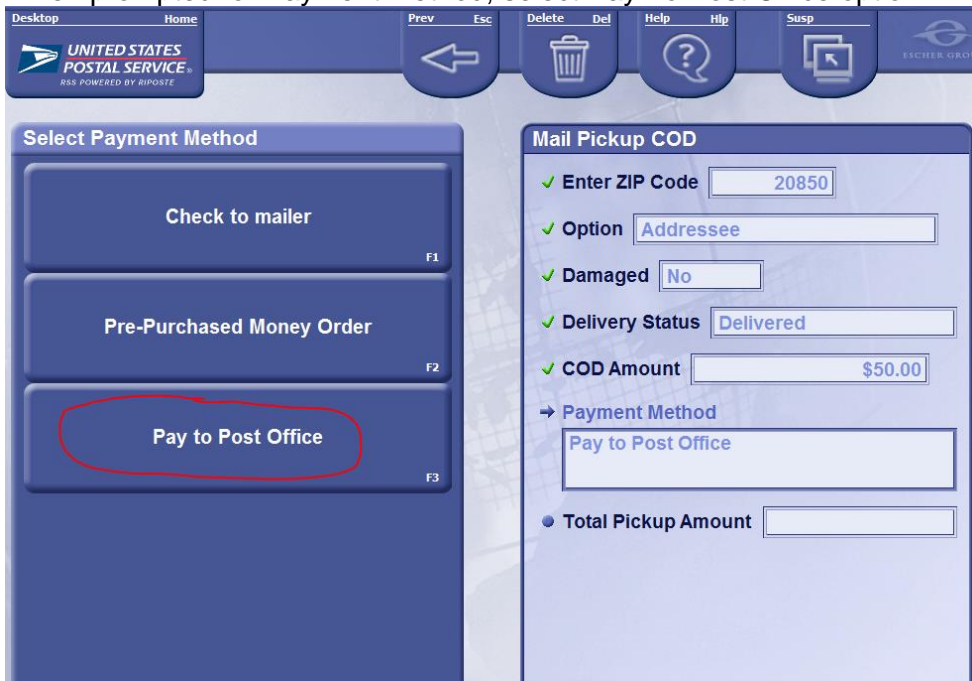
✓ Delivery Status Delivered

→ COD Amount

• Payment Method

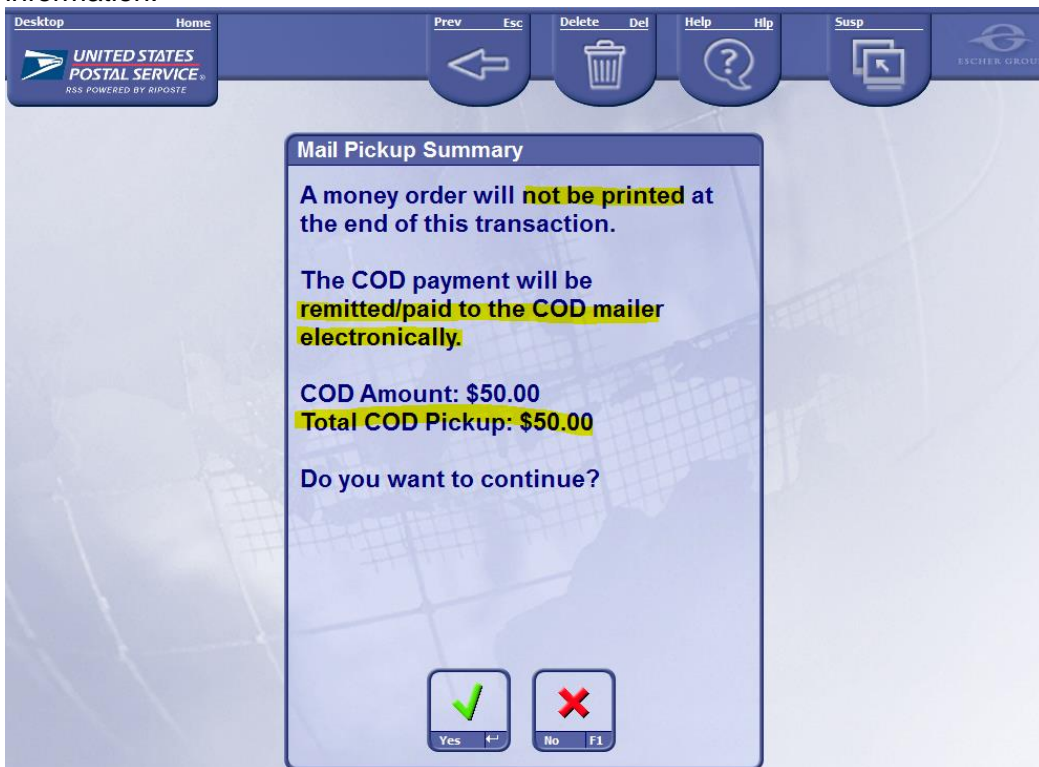
• Label 500

5. When prompted for Payment Method, select Pay To Post Office option



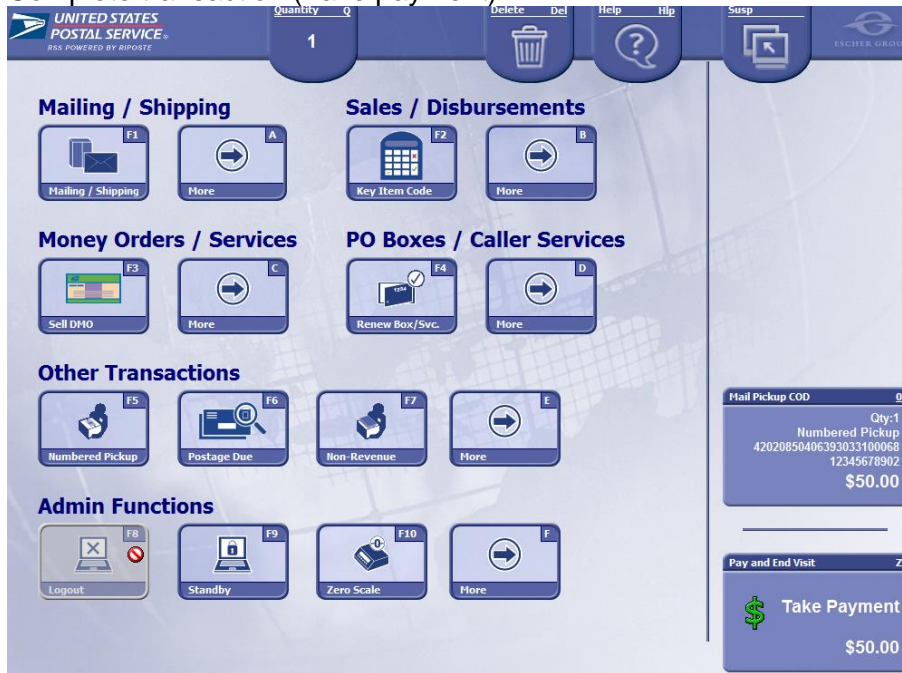
The screenshot shows the 'Mail Pickup COD' screen. On the left, under 'Select Payment Method', there are three options: 'Check to mailer' (F1), 'Pre-Purchased Money Order' (F2), and 'Pay to Post Office' (F3). The 'Pay to Post Office' option is highlighted with a red circle. On the right, the 'Mail Pickup COD' section contains the following fields: 'Enter ZIP Code' (20850), 'Option' (Addressee), 'Damaged' (No), 'Delivery Status' (Delivered), 'COD Amount' (\$50.00), 'Payment Method' (Pay to Post Office), and 'Total Pickup Amount'.

6. Select YES to continue from Mail Pickup Summary screen with COD-EFT specific information.



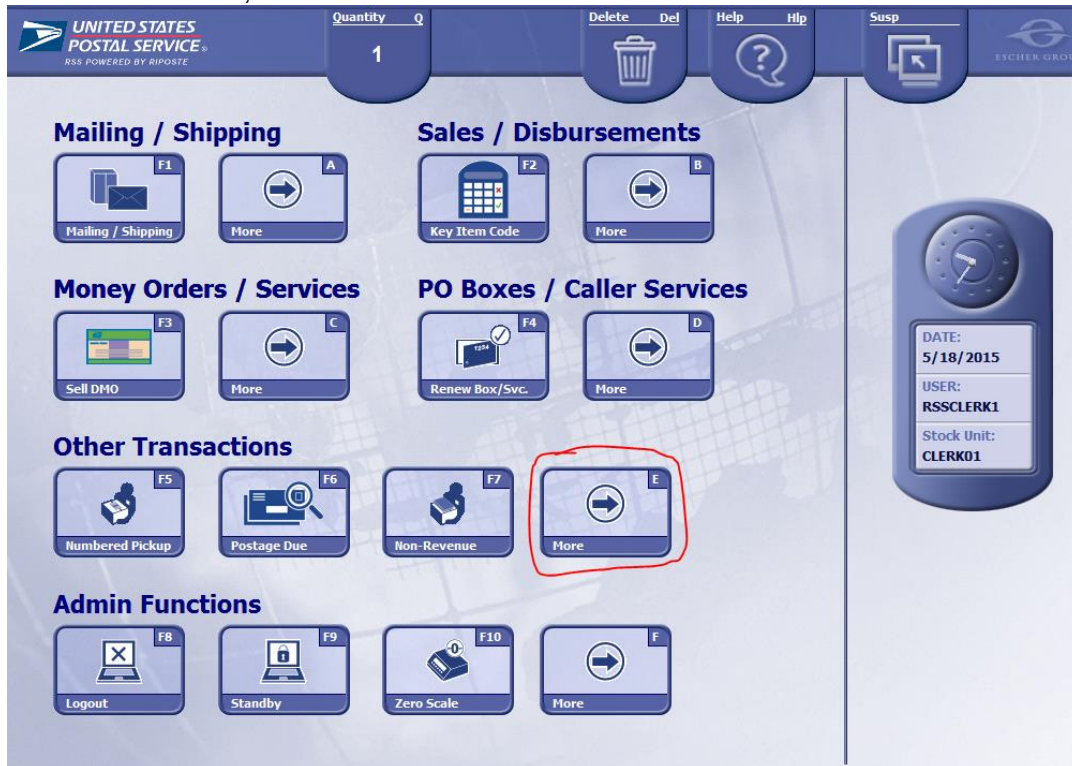
The screenshot shows the 'Mail Pickup Summary' screen. It contains the following text: 'A money order will **not be printed** at the end of this transaction.', 'The COD payment will be **remitted/paid to the COD mailer electronically.**', 'COD Amount: \$50.00', and 'Total COD Pickup: \$50.00'. Below this, it asks 'Do you want to continue?'. At the bottom, there are two buttons: 'Yes' (with a green checkmark) and 'No' (with a red X). The 'Yes' button is highlighted.

7. Proceed with the flow (verify customer's signature and address entered via CDU).
NOTE: No label 500 prompt for COD-EFT Mail Pickup flow.
8. Complete transaction (Take payment)

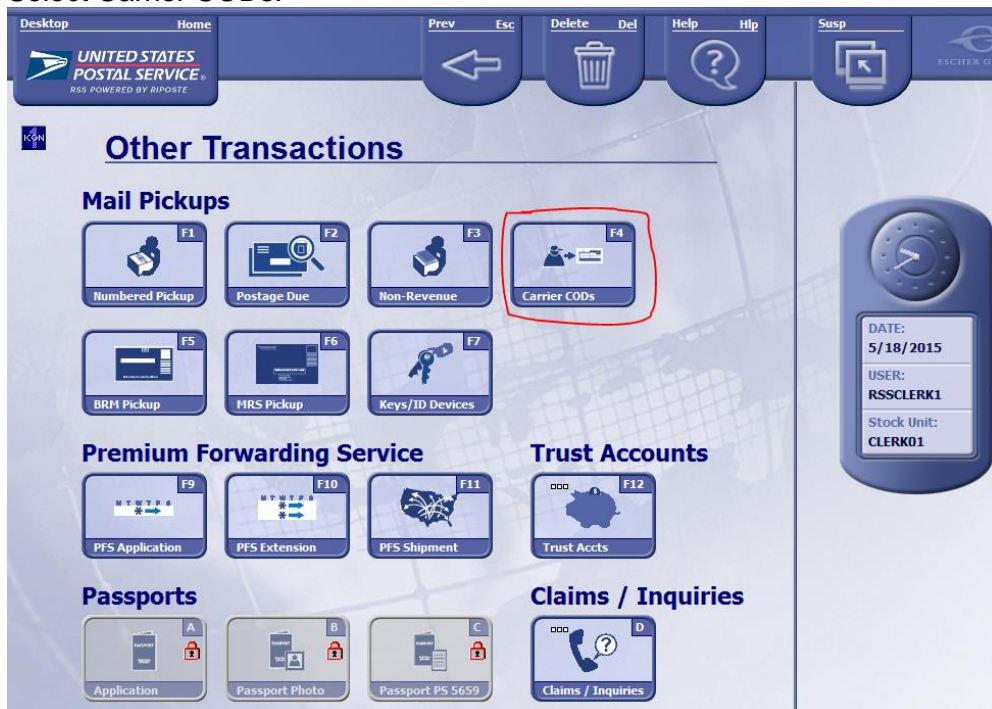


RSS Carrier Delivered COD-EFT

1. From main screen, select more.



2. Select Carrier CODs.



3. Scan or enter a valid label (e.g. 4202085040639303310006812345678902)



Desktop Home Prev Esc Delete Del Help Hlp Susp

UNITED STATES
POSTAL SERVICE®
RSS POWERED BY RIPOSTE

ESCHER GROUP

Labels

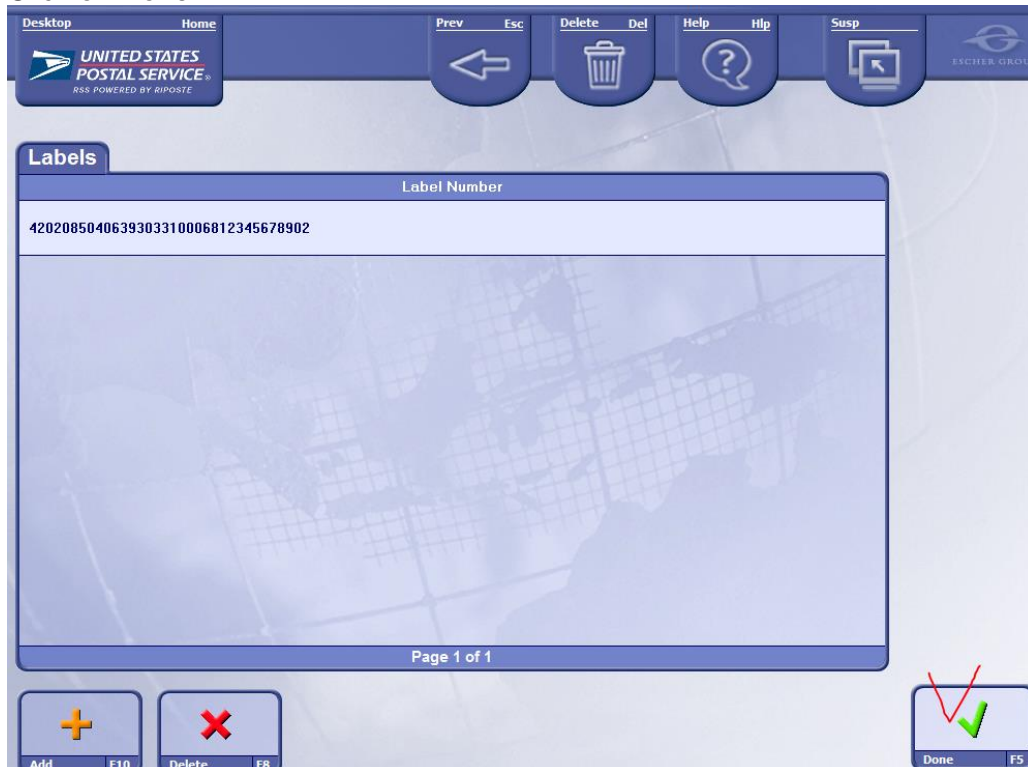
Label Number

Scan in label number(s) or
Select 'Add' button to manually
enter label number.

Page 0 of 0

Add F10 Delete F8 Done F5

4. Click on Done



Desktop Home Prev Esc Delete Del Help Hlp Susp

UNITED STATES
POSTAL SERVICE®
RSS POWERED BY RIPOSTE

ESCHER GROUP

Labels

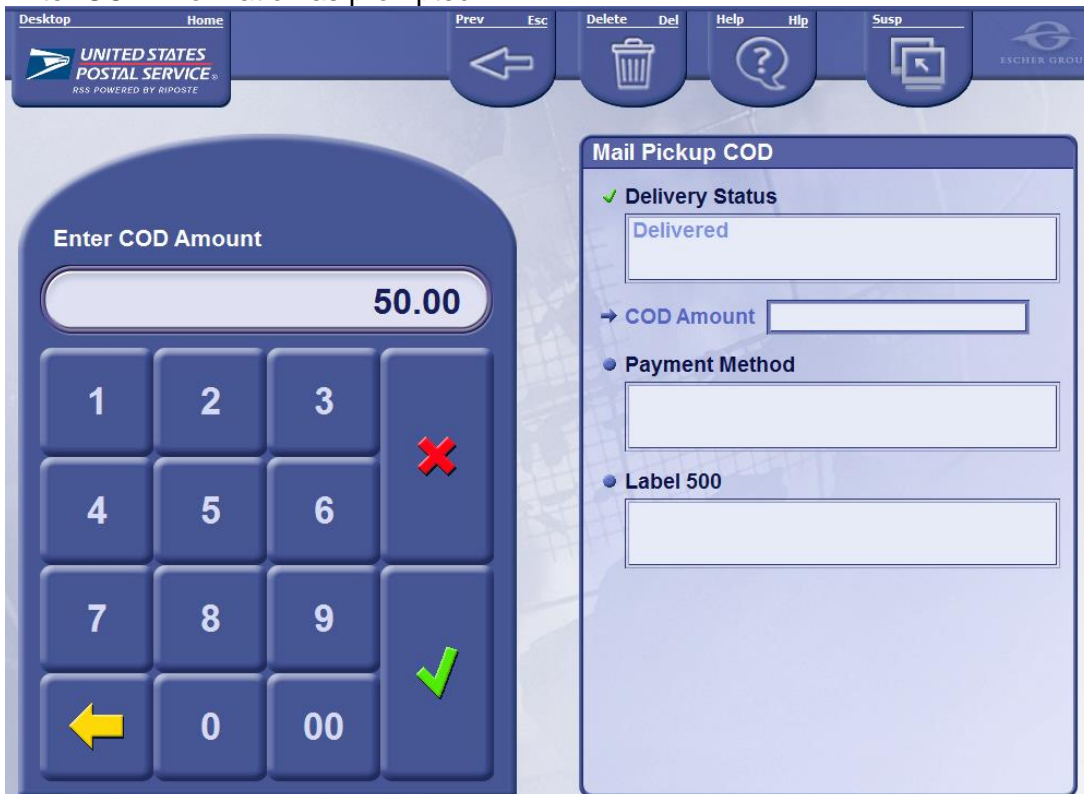
Label Number

4202085040639303310006812345678902

Page 1 of 1

Add F10 Delete F8 Done F5

5. Enter COD information as prompted.



The screenshot shows the Mail Pickup COD screen. On the left is a keypad for entering the COD Amount, with the value 50.00 displayed. The keypad includes buttons for digits 1-9, 0, and 00, as well as a back arrow, a red X, and a green checkmark. On the right is the Mail Pickup COD form, which includes fields for Delivery Status (Delivered), COD Amount (50.00), Payment Method, and Label 500.

Desktop Home Prev Esc Delete Del Help Hlp Susp

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ESCHER GROUP

Enter COD Amount

50.00

1 2 3 4 5 6 7 8 9 0 00

Mail Pickup COD

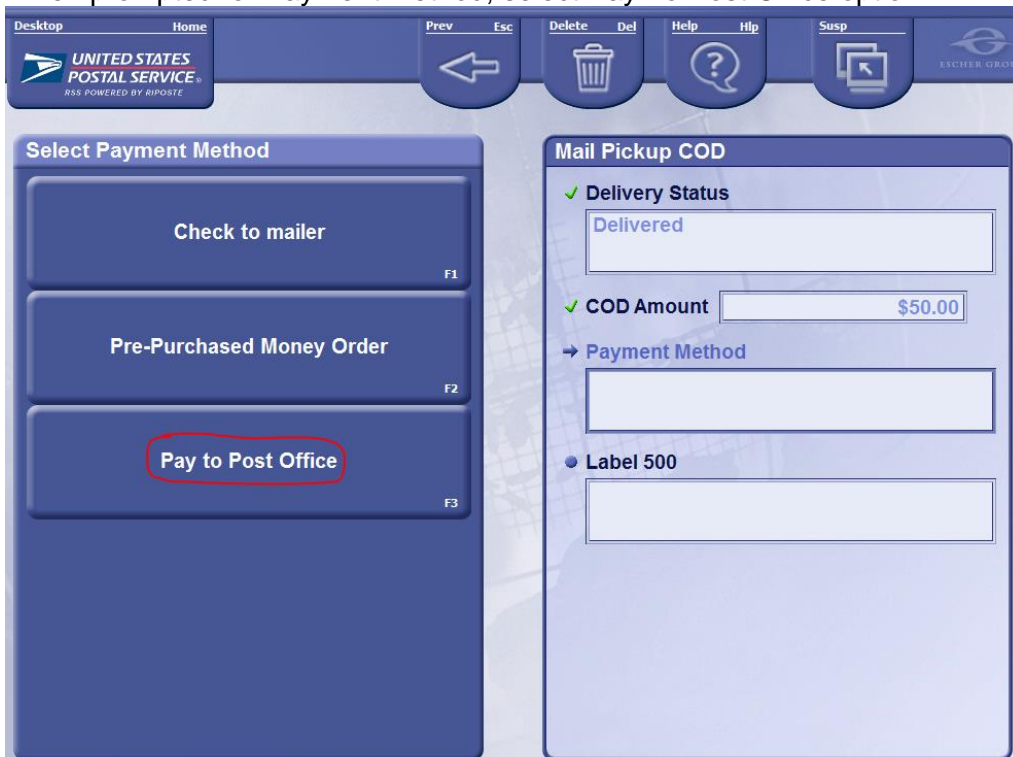
✓ Delivery Status
Delivered

→ COD Amount 50.00

• Payment Method

• Label 500

6. When prompted for Payment Method, select Pay To Post Office option



The screenshot shows the Mail Pickup COD screen. On the left is the Select Payment Method screen, which includes buttons for Check to mailer (F1), Pre-Purchased Money Order (F2), and Pay to Post Office (F3). The Pay to Post Office button is highlighted with a red circle. On the right is the Mail Pickup COD form, which includes fields for Delivery Status (Delivered), COD Amount (50.00), Payment Method, and Label 500.

Desktop Home Prev Esc Delete Del Help Hlp Susp

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Select Payment Method

Check to mailer F1

Pre-Purchased Money Order F2

Pay to Post Office F3

Mail Pickup COD

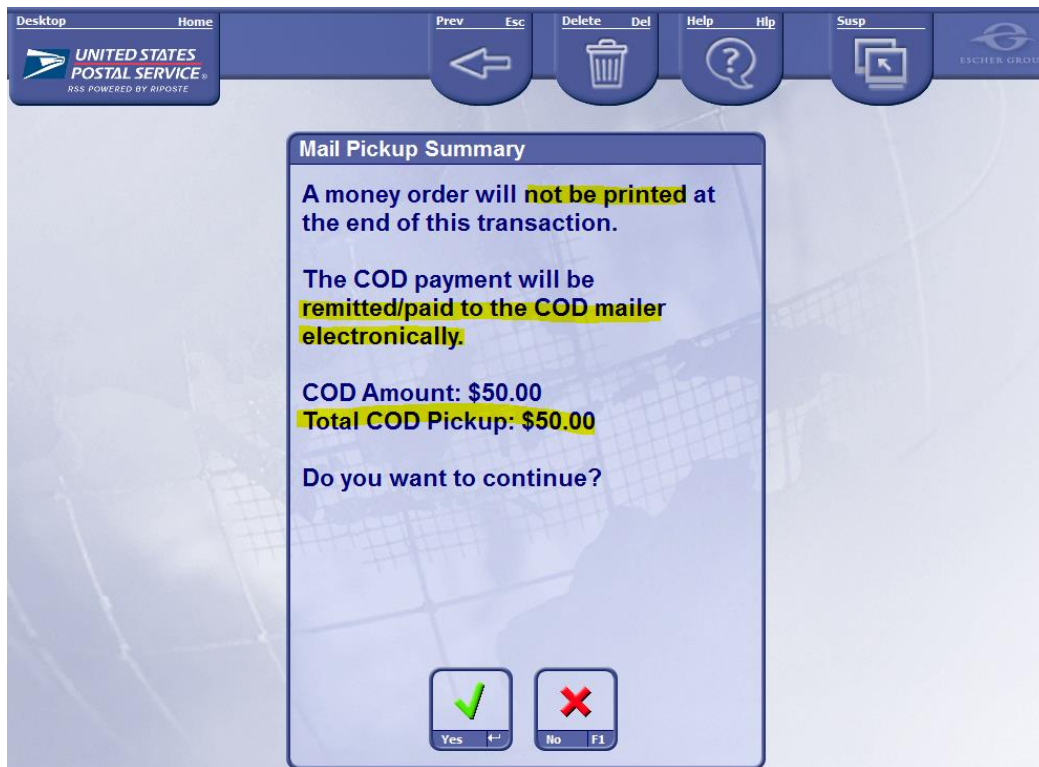
✓ Delivery Status
Delivered

✓ COD Amount 50.00

→ Payment Method

• Label 500

7. Select YES to continue from Mail Pickup Summary screen with COD-EFT specific information. NOTE: no label 500 prompt for COD-EFT transaction.



Desktop Home Prev Esc Delete Del Help Hlp Susp

**UNITED STATES
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Mail Pickup Summary

A money order will **not be printed** at the end of this transaction.

The COD payment will be **remitted/paid to the COD mailer electronically.**

COD Amount: \$50.00
Total COD Pickup: \$50.00

Do you want to continue?

Yes No F1

8. Complete transaction/Take payment.



Quantity Q Delete Del Help Hlp Susp

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1

Mailing / Shipping

F1 Mailing / Shipping A More

Sales / Disbursements

F2 Key Item Code B More

Money Orders / Services

F3 Sell DM0 C More

PO Boxes / Caller Services

F4 Renew Box/Svc. D More

Other Transactions

F5 Numbered Pickup E More

F6 Postage Due F7 Non-Revenue F More

Admin Functions

F8 Logout F9 Standby F10 Zero Scale F More

Mail Pickup COD Q

Qty:1
Numbered Pickup
42020850406393033100068
12345678902
\$50.00

Pay and End Visit Z

Take Payment
\$50.00

Desktop
Home
Prev
Esc
Delete
Del
Help
Hlp
Susp
ESCHER GROUP

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Payment

F1
Cash

F2
Credit/Debit

F3
Checks

F4
Treasury Checks

F5
Traveler's Checks

F6
Cash Postal MO

F7
Withdrawals

F8
EFT Payment Rec

Accept Coupon

Mail Pickup
9
Qty:1
Carrier COO
9303310006812345678902
\$50.00

Pay and End Visit
Z
Take Payment
\$50.00

Resources

Domestic Mail Manual (DMM)

- 503 Extra and Additional Services
<http://pe.usps.com/text/dmm300/503.htm#1238627>
- 507 Mailer Services <http://pe.usps.gov/text/dmm300/507.htm>

F101 Chapter 7 section 7.1 Collect on Delivery (Internal use only)
http://blue.usps.gov/accounting/pdf/F101_Chapter7.pdf

Intelligent Mail package barcode (IMpb) information page on RIBBS
<https://ribbs.usps.gov/index.cfm?page=intellmailpackage>

Notice 123, COLLECT ON DELIVERY (COD)
<http://pe.usps.com/text/dmm300/Notice123.htm#2589669>

Parcel Labelling Guide
https://ribbs.usps.gov/barcode_cert/documents/tech_guides/ParcelLabelingGuide.pdf

RIBBS <https://ribbs.usps.gov/>

Frequently Asked Questions

Collect On Delivery (COD) Electronic Funds Transfer (EFT)

Q: What is COD EFT?

A: Today, COD mailers receive COD remittances from USPS Personnel either by money order or check. The money order or check is mailed back to the COD mailer. In order to expedite the remittance process, the Postal Service is offering an Electronic Funds Transfer option, where remittances are sent to the COD mailer electronically.

Q: Why is the Postal Service offering COD with EFT?

A: COD mailers have been requesting that USPS develop a solution to expedite the return of their COD payment once collected. Also, there is high number of claims from customers due to remittance amount not received.

Q: Who can register for COD EFT?

A: Commercial mailers with a Mailer Identification (MID), Customer Registration Identifier (CRID) and a Taxpayer Identification Number (TIN).

Q: What is the relationship between the MID and TIN?

A: It is a 1(TIN) to 1(MID) association. Mailers with multiple MIDs will have to designate one specific MID to use with their TIN for COD EFT.

Q: How does a customer obtain the form to register for COD EFT?

A: Contact the National Customer Support Center (NCSC) at 877-264-9693 for forms and information.

Q: Is there a fee for COD EFT?

A: No, there is no enrollment fee or extra fees required for COD EFT. The standard COD services fee applies as listed in Notice 123 – based on the amount to be collected (up to \$1000) or insurance coverage desired (whichever is higher).

Q: How will the Sales and Service Associate (SSA) know if a COD mailer is registered for EFT?

A: The Intelligent Mail Device (IMD), in the Office mode, displays an Electronic Funds Transfer (EFT) option to remit payment to COD mailers if they are registered in APEX. The user is notified via screen message that remittance to the mailer shall be EFT.

Q: If a COD customer pays for a COD with a check, is that eligible for EFT?

A: No, if the recipient pays the amount due by check or money order payable to the mailer, the USPS forwards the check or money order to the mailer.

For EFT, the mailer must be registered for EFT and the recipient's payment for the COD must be made by either cash or pin based debit card transaction.

Q: What happens if COD mailer is not enrolled in EFT?

A: The current process used today for COD remittances will be followed. Mailers will receive remittances by mail in the form of a money order or check.

Q: Does the SSA need to send anything back to the COD mailer if EFT payment occurs?

A: No. Remittance of funds to the COD mailer will occur via an electronic funds transfer to their designated account. Electronic notifications are provided to the customer by email or text.

Q: Is EFT available for USPS Retail customers?

A: No, all customers must submit an electronic shipping services file (1.7 or higher) indicating COD and on their shipping label, at origin Post Office or through manifest.

Contact us

To Enroll in COD EFT please contact:
NCSC Confirmation Services
Customer Support
877-264-9693

Need more information?
Email us at ShippingServices@usps.gov